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SEYFARTH SHAW...

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Joseph V. Myers III

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Serial No. 77/229,560 CONNEXTIONS and Design REPLY FAX NO.: (404) 892-7056

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Oct-13-08 18:59 From- +404885685 T-053 P.002 P-680

### IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of

Connextions, Inc.

Serial No. 77/229,560

Filing Date: July 13, 2007 : International Classes: 09, 35, 38, 42

Mark: CONNEXTIONS and Design

#### REQUEST TO DIVIDE APPLICATION

Commissioner for Trademarks ATTN: 1TU/Divisional Unit P.O. Box 1451 Alexandria, VA 22313-1451

Pursuant to 37 C.F.R. §2.87, Applicant hereby requests that the above identified application be divided. In accordance with the Request for Reconsideration after Final electronically filed with the United States Trademark Office on October 13, 2008, the following classification of goods has been amended to 1(b) filing basis:

Computer software for use in the provision of customer care and customer relationship management services, namely, for use in managing and accessing databases for receiving and responding to sales, service, technical support and general information inquiries of customers of others, and for use in enabling customers to integrate interaction and transaction handling technologies and services to execute a complete customer service and back-office strategy including prioritizing interactions across multimedia, multisite, and multiskill customer care environments; computer software for workforce management applications including forecasting, scheduling and adherence functions to determine customer contact volume across multiple mediums in order to address the needs of customers of others; computer software which groups call systems and tools needed to address interactions with customers of others and directs call flow by appropriate scripts that may be downloaded from a global computer network; computer software for data capture and reporting to identify, track and act upon customer interaction trends that may be downloaded from a global computer network; computer software to track move/add/change requests made by others and provide issue resolution

PAGE 2/18 \* RCVD AT 10/13/2008 6:49:34 PM [Eastern Daylight Time] \* SVR:USPTO-EFXRF-6/41 \* DNIS:2739550 \* CSID:+4048856685 \* DURATION (mm-ss):05-02

Serial No. 77/229,560 Mark: CONNEXTIONS and Design

coordination that may be downloaded from a global computer network; computer software for automated root cause and trend analysis which compiles contact data, customer data and business process data for trend analysis within and across customer support systems of others, in International Class 09.

This request is made so that the parent application may proceed to registration. Please retain the following services, already in use in commerce, in the original application:

Customer relationship management services and customer care services for others, namely, managing databases and receiving and responding to sales, service, technical support and general information inquiries of customers through a variety of media, and enabling customers to integrate interaction and transaction handling technologies and services to execute a complete customer service and back-office strategy including prioritizing interactions across multimedia, multisite, and multiskill customer eare environments, and providing customers with multicultural marketing solutions and speechdriven navigation tools; employment agency services; management of customer interaction management centers providing customer care and customer relationship management services, in International Class 35;

Telecommunication services, namely, providing telephone, electronic mail, and automated call services and providing multiple- user access to a global computer information network; advanced computer telephony integration for intelligent routing and operational efficiency across all media; and computer telephony integration including email, chat and other custom media types, in International Class 38; and

Computer programming services for others, application service provider services, namely, designing, installing, integrating, networking, hosting, operating and maintaining computer software for others, namely, for use in enabling customers to integrate interaction and transaction handling technologies and services to execute a complete customer service and back-office strategy including prioritizing interactions across multimedia, multisite, and multiskill customer care environments; automated call center services; database development services in the field of customer care and customer relationship management which simplify workflow, consolidate legacy applications, and drive consistency of customer interactions; product research and development for others; computer telephony integration, namely, email and computer disaster recovery planning services, in International Class 42.

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Serial No. 77/229,560
Mark: CONNEXTIONS and Design

A copy of the Request for Reconsideration after Final is attached. The Commissioner is hereby authorized to charge the filing fee in the amount of \$100 for dividing the application [Fee Code 6006] or any additional fee related to this filing to Deposit Account No. 19-1351. · Applicant's attorneys are available to discuss this matter by telephone to expedite matters.

Respectfully submitted.

SEYFARTH SHAW LLP

Doidre A. Francis Attorney of record, GA bar member

1545 Peachtree Street NE, Suite 700 Atlanta, GA 30309 (404) 885-1500 (404) 892-7056 facsimile

CERTIFICATE OF TRANSMISSION PURSUANT TO 37 C.F.R. §2.197

I hereby certify that this correspondence is being facsimile transmitted to the United States Patent and Trademark Office on the date shown below. Andrea Y. Boyd Senior Trademark Office on the date she (Typed or Printed Name of Person Signing Certificate)
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PTO Form 1930 (Rev 9/2007) OMB No. 0651-0050 (Exp. 9/30/2009)

## Request for Reconsideration after Final Action

### The table below presents the data as entered.

Input Field

SERIAL NUMBER

LAW OFFICE 116

77229560

LAW OFFICE ASSIGNED

MARK SECTION (no change) GOODS AND/OR SERVICES SECTION (009)(current)

INTERNATIONAL CLASS

DESCRIPTION

Computer software for use in the provision of customer care and customer relationship management services, namely, for use in managing and accessing databases for receiving and responding to sales, service, technical support and general information inquiries of customers of others, and for use in enabling customers to integrate interaction and transaction handling technologies and services to execute a complete customer service and back-office strategy including prioritizing interactions across multimedia, multisite, and multiskil customer care environments; computer software for workforce management applications including forecasting, scheduling and adherence functions to determine customer contact volume across multiple mediums in order to address the needs of customers of others; computer software which groups call systems and tools needed to address interactions with customers of others; computer software which groups call systems and tools needed to address interactions with customers of others; computer software and reporting to identify, track and act upon customer computer network; computer software for data capture and reporting to identify, track and act upon customer interaction trends that may be downloaded from a global computer network; computer software for all provide issue resolution coordination that may be downloaded from a global computer network; computer software for automated root cause and trend analysis which compiles contact data, customer data and business process data for trend analysis within and across customer support systems of others

FILING BASIS

Section 1(a)

FILING BASIS

Section 1(a)

FIRST USE ANYWHERE DATE

At least as early as 08/00/2000

FIRST USE IN COMMERCE DATE

At least as early as 08/00/2000

GOODS AND/OR SERVICES SECTION (009)(proposed)

INTERNATIONAL CLASS

DESCRIPTION

Computer software for use in the provision of customer care and customer relationship management services, namely, for use in managing and accessing databases for receiving and responding to sales, service, technical support and general information inquiries of customers of others, and for use in enabling customers to integrate interaction and transaction handling technologies and services to execute a complete customer service and back-office strategy including prioritizing interactions and services multimedia, multisite, and multiskill customer care office strategy including prioritizing interactions and services multiple mediums in order to address the needs adherence functions to determine customer contact volume across multiple mediums in order to address the needs adherence functions to determine customer contact volume across multiple mediums in order to address interactions of customers; computer software which groups call systems and tools needed to address interactions with customers of others; computer software which groups call systems and tools needed to address interactions of customers of others and directs call flow by appropriate scripts that may be downloaded from a global computer network; computer software for data capture and reporting to identify, track and act upon customer

PAGE 6/18 \*\_RCVD AT 10/13/2008 6:49:34 PM [Eastern Daylight Time] \* SVR:USPTO-EFXRF-6/41 \* DNIS:2739550 \* CSID: +4048856685 \* DURATION (mm-ss):05-02 D/1 3/2008

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T-053 P.007/009 F-880

interaction trends that may be downloaded from a global computer network; computer software to track move/add/change requests made by others and provide issue resolution coordination that may be downloaded from a global computer network; computer software for automated root cause and trend analysis which compiles contact data, customer data and business process data for trend analysis within and across customer support systems of others

FILING BASIS

Section 1(b)

GOODS AND/OR SERVICES SECTION (035)(no change) GOODS AND/OR SERVICES SECTION (038)(no change)

GOODS AND/OR SERVICES SECTION (042)(no change)

SIGNATURE SECTION

SIGNATORY FILE NAME(S)

HS 642439242-144922054 Connextions Declaration p df

DECLARATION SIGNATURE

SIGNATORY'S NAME

SIGNATORY'S POSITION

DATE SIGNED

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AUTHORIZED SIGNATORY

CONCURRENT APPEAL NOTICE FILED

/daf/

Deidre A. Francis

Attorney of record, GA bar member

10/13/2008

Joseph V. Myers III

Attorney of record, GA bar member

10/13/2008

YES

NO

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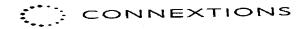
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# IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:

Application Serial Number:

Connextions, Inc. CONNEXTIONS 77/229,560

Commissioner for Trademarks P.O. Box 1451 P.O. Box 1451 Alexandria, VA 22313-1451

### DECLARATION UNDER 37 C.F.R. §2.20

The undersigned, being hereby warned that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001, and that such willful false statements and the like may jeopardize the validity of the application or any resulting registration, declares that he/she is properly authorized to execute this application on behalf of the applicant; he/she believes the applicant to be the owner of the trademark/service mark sought to be registered, or, if the application is being filed under 15 U.S.C. §1051(b), 1126(d) or 1126(e), he/she believes applicant to be entitled to use such mark in commerce; that the applicant had a bona fide intention to use the mark in commerce on or in connection with the goods or services listed in the application as of the application filing date; that the facts set forth in the application are true and correct; to the best of his/her knowledge and belief no other person, firm, corporation, or association has the right to use the mark in commerce, either in the identical form thereof or in such near resemblance thereto as to be likely, when used on or in connection with the goods/services of such other person, to cause confusion, or to cause mistake, or to deceive; and that all statements made of his/her own knowledge are true and all statements made on information and belief are believed to be true.

Deidre A. Francis, GA bar member Attorney of record

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One Peachtree Points 1545 Peschtree Street, N.E. Suite 700 Atlanta, GA 30309-2401 (404) 555-1500 Fex (404) 892-7056 www.sevfarth.com

### Facsimile Transmission

Date: October 13, 2008

RECIPIENT

COMPANY

PHONE NO.

TAX NO.

ITU/Divisional Unit

United States Patent and Trademark Office

(571) 273-9550

Joseph V. Myers III

FROM: PHONE:

RE:

(404) 885-1500

Serial No. 77/229,598
CONNEXTIONS HEALTH and Design

REPLY FAX NO.: (404) 892-7056

Number of Pages, Including Cover: File No:  $\boxtimes$ Hard copy will not follow Hard copy to follow Please review and revise if necessary Per your request Please telephone me

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#### IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of

Connextions, Inc.

Serial No. 77/229,598

International Classes: 09, 35, 38, 42 Filing Date: July 13, 2007

Mark: CONNEXTIONS HEALTH and Design

#### REQUEST TO DIVIDE APPLICATION

Commissioner for Trademarks ATTN: ITU/Divisional Unit P.O. Box 1451 Alexandria, VA 22313-1451

Pursuant to 37 C.F.R. §2.87, Applicant hereby requests that the above identified application be divided. In accordance with the Request for Reconsideration after Final electronically filed with the United States Trademark Office on October 13, 2008, the following classification of goods has been amended to 1(b) filing basis:

Computer software for use in the provision of customer care and customer relationship management services, namely, for use in managing and accessing databases for receiving and responding to sales, service, technical support and general information inquiries of customers of others, and for use in enabling customers to integrate interaction and transaction handling technologies and services to execute a complete customer service and back-office strategy including prioritizing interactions across multimedia, multisite, and multiskill customer care environments; computer software for workforce management applications including forecasting, scheduling and adherence functions to determine customer contact volume across multiple mediums in order to address the needs of customers of others; computer software which groups call systems and tools needed to address interactions with customers of others and directs call flow by appropriate scripts that may be downloaded from a global computer network; computer software for data capture and reporting to identify, track and act upon customer interaction trends that may be downloaded from a global computer software to track

PAGE 11/18 \* RCVD AT 10/13/2008 6:49:34 PM [Eastern Daylight Time] \* SVR:USPTO-EFXRF-6/41 \* DNIS:2739550 \* CSID:+4048856685 \* DURATION (mm-ss):05-02

Serial No. 77/229,598
Mark: CONNEXTIONS HEALTH and Design

move/add/change requests made by others and provide issue resolution coordination that may be downloaded from a global computer network; computer software for automated root cause and trend analysis which compiles contact data, customer data and business process data for trend analysis within and across customer support systems of others, in International Class 09.

This request is made so that the parent application may proceed to registration. Please retain the following services, already in use in commerce, in the original application:

Customer relationship management services and customer care services for others, namely, managing databases and receiving and responding to sales, service, technical support and general information inquiries of customers through a variety of media, and enabling customers to integrate interaction and transaction handling technologies and services to execute a complete customer service and back-office strategy including prioritizing interactions across multimedia, multisite, and multiskill customer care environments, and providing customers with multicultural marketing solutions and speech-driven navigation tools; employment agency services; management of customer interaction management centers providing customer care and customer relationship management services, in International Class 35;

Telecommunication services, namely, providing telephone, electronic mail, and automated call services and providing multiple- user access to a global computer information network; advanced computer telephony integration for intelligent routing and operational efficiency across all media; and computer telephony integration including email, chat and other custom media types, in International Class 38; and

Computer programming services for others, application service provider services, namely, designing, installing, integrating, networking, hosting, operating and maintaining computer software for others, namely, for use in enabling customers to integrate interaction and transaction handling technologies and services to execute a complete customer service and backoffice strategy including prioritizing interactions across multimedia, multisite, and multiskill customer care environments; automated call center services; database development services in the field of customer care and customer relationship management which simplify workflow, consolidate legacy applications, and drive consistency of customer interactions; product research and development for others; computer telephony integration, namely, email and computer disaster recovery planning services, in International Class 42.

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P.004/009

Sorial No. 77/229,598
Mark: CONNEXTIONS HEALTH and Design

A copy of the Request for Reconsideration after Final is attached. The Commissioner is hereby authorized to charge the filing fee in the amount of \$100 for dividing the application [Fee Code 6006] or any additional fee related to this filing to Deposit Account No. 19-1351. Applicant's attorneys are available to discuss this matter by telephone to expedite matters.

Respectfully submitted,

SEYFARTH SHAW LLP

Doidre A. Francis Attorney of record, GA bar member

1545 Peachtree Street NE, Suite 700 Atlanta, GA 30309 (404) 885-1500 (404) 892-7056 facsimile

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(Signature)
(Date)

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NOTE: Do NOT send a duplicate paper copy of this filing to the USPTO, as it will interfere with the proper processing of the electronic submission.

Thank you.

TEAS Support Team

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### Request for Reconsideration after Final Action

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Input Field

Entered

SERIAL NUMBER

77229598

LAW OFFICE ASSIGNED

LAW OFFICE 116

MARK SECTION (no change)

GOODS AND/OR SERVICES SECTION (009)(current) INTERNATIONAL CLASS

Computer software for use in the provision of customer care and customer relationship management services, namely, for use in managing and accessing databases for receiving and responding to sales, service, technical support and general information inquiries of customers of others, and for use in enabling customers to integrate support and general information inquiries of customers of others, and for use in enabling customers to integrate interaction and transaction handling technologies and services to execute a complete customer service and back-office strategy including prioritizing interactions across multimedia, multisite, and multiskill customer care environments; computer software for workforce management applications including forecasting, scheduling and adherence functions to determine customer contact volume across multiple mediums in order to address the needs of customers of others; computer software which groups call systems and tools needed to address interactions with customers of others and directs call flow by appropriate scripts that may be downloaded from a global computer network; computer software for data capture and reporting to identify, track and act upon customer computer network; computer software for data capture and reporting to identify, track and act upon customer interaction trends that may be downloaded from a global computer network; computer software for automated root cause and trend analysis which compiles contact data, customer data and business process data for trend analysis within and across customer support systems of others

FILING BASIS

Section 1(a)

FIRST USE ANYWHERE DATE

At least as early as 08/00/2000

FIRST USE IN COMMERCE DATE

At least as early as 08/00/2000

GOODS AND/OR SERVICES SECTION (009)(proposed)

INTERNATIONAL CLASS

#### DESCRIPTION

Computer software for use in the provision of customer care and customer relationship management services, namely, for use in managing and accessing databases for receiving and responding to sales, service, technical support and general information inquiries of customers of others, and for use in enabling customers to integrate interaction and transaction handling technologies and services to execute a complete customer service and back-office strategy including prioritizing interactions across multimedia, multisite, and multiskill customer care environments; computer software for work force management applications including forecasting, scheduling and adherence functions to determine customer contact volume across multiple mediums in order to address the needs of customers of others; computer software which groups call systems and tools needed to address interactions with customers of others and directs call flow by appropriate scripts that may be downloaded from a global computer network; computer software for data capture and reporting to identify, track and act upon customer

PAGE 15/18 \* RCVD AT 10/13/2008 6:49:34 PM [Eastern Daylight Time] \* SVR:USPTO-EFXRF-6/41 \* DNIS:2739550 \* CSID:+4048856685 \* DURATION (mm-ss):05-02

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interaction trends that may be downloaded from a global computer network; computer software to track move/add/change requests made by others and provide issue resolution coordination that may be downloaded from a global computer network; computer software for automated root cause and trend analysis which compiles contact data, customer data and business process data for trend analysis within and across customer support systems of others

FILING BASIS

Section 1(b)

GOODS AND/OR SERVICES SECTION (035)(no change)

GOODS AND/OR SERVICES SECTION (038)(no change)

GOODS AND/OR SERVICES SECTION (042)(no change)

SIGNATURE SECTION

SIGNATORY FILE NAME(S)

<u>HS\_642439242-181348160 . Connextions Health Declar ation.pdf</u>

SIGNATORY'S NAME Deidre A. Francis

Attorney of record, GA bar member SIGNATORY'S POSITION

RESPONSE SIGNATURE /jvm/

Joseph V. Myers III SIGNATORY'S NAME

Attorney of record, GA bar member SIGNATORY'S POSITION

10/13/2008 DATE SIGNED YES

AUTHORIZED SIGNATORY CONCURRENT APPEAL NOTICE FILED YES

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### Request for Reconsideration after Final Action

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Oct-13-08 19:03

#### IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Mark: Application Serial Number:

Connextions, Inc. CONNEXTIONS HEALTH 77/229,598

Commissioner for Trademarks P.O. Box 1451 Alexandria, VA 22313-1451

#### DECLARATION UNDER 37 C.F.R. §2.20

The undersigned, being hereby warned that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001, and that such willful false statements and the like may jeopardize the validity of the application or any resulting registration, declares that he/she is properly authorized to execute this application on behalf of the applicant; he/she believes the applicant to be the owner of the trademark/service mark sought to be registered, or, if the application is being filed under 15 U.S.C. §1051(b), 1126(d) or 1126(e), he/she believes applicant to be entitled to use such mark in commerce; that the applicant had a bona fide intention to use the mark in commerce on or in connection with the goods or services listed in the application as of the application filing date; that the facts set forth in the application are true and correct; to the best of his/her knowledge and belief no other person, firm, corporation, or association has the right to use the mark in commerce, either in the identical form thereof or in such near resemblance thereto as to be likely, when used on or in connection with the goods/services of such other person, to cause confusion, or to cause mistake, or to deceive; and that all statements made of his/her own knowledge are true and all statements made on information and belief are believed to be true.

Deidge A. Francis, GA bar member Attorney of record

AT1 32520113.1

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